



DEPARTMENT OF THE ARMY  
UNITED STATES ARMY GARRISON MANNHEIM  
UNIT 29901  
APO AE 09086-9901

IMEU-MAN-LG

FEB 26 2009

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Minutes of the Mannheim AAFES/Commissary Council Meeting, 11 February 2009

1. The Mannheim AAFES/Commissary Council met on 11 February 2009, Bldg. 725, Sullivan Barracks, in conjunction with the quarterly Community Town Hall meeting. Mr. Gregory Terry called the meeting to order at 1805.

2. Old Business: Shopping carts are still an issue.

3. New Business:

a. AAFES Update:

(a) Can it be made public that the AAFES funds are being put back into Mannheim MWR? How are they supporting us? How are they supporting Coleman Barracks?

AAFES MANAGER'S RESPONSE: Fact sheet is attached. Breakup of the funds is decided by the Department of the Army.

(b) Attendee submitted an ICE comment/question regarding the premium versus regular unleaded fuel issue and received a call back within one hour. Thank you!

AAFES MANAGER'S RESPONSE: Thanks for the positive feedback!

(c) Community member turned in a vehicle to the Car Care Center for repair and was told that the car will be ready in two weeks, but it took a month. Is there a lack of communication?

AAFES MANAGER'S RESPONSE: This seems to be an isolated problem. We had a customer's car in and we ordered parts for the problem, but the wrong parts were sent. This was the hold up as the new parts had to be ordered again.

(d) Attendee suggested handling the shopping cart situation like the Germans and using the coin system.

AAFES MANAGER'S RESPONSE: AAFES tried to go to the coin operated system a few years ago in another garrison. It is not something that is commonplace for our customers in CONUS and was not accepted here in O'CONUS. Signs are posted at shopping locations informing customers not to remove shopping carts from the facility. We will continue to police the housing areas.

b. COMMISSARY Update:

(a) Shopping carts are still left all over the housing area. Attendee suggested handling the situation like the Germans and using the coin system.

COMMISSARY MANAGER'S RESPONSE: Shopping carts is an ongoing issue not only at USAG Mannheim, but across the commissaries world-wide. This is a command issue that needs to be addressed to all parties and especially family members and single Soldiers. The commissary makes several rounds on weekly bases to pick up shopping carts left by patrons. Patrons, if you see any commissary shopping carts, please give the commissary a call at DSN 385-3940 or civilian 0621-728-3611.

(b) Is it possible to stock more "Whole Wheat Heat & Eat" type items at the commissary?

COMMISSARY MANAGER'S RESPONSE: "Whole Wheat Heat & Eat" items are being researched by commissary buyers at Fort Lee, VA. If the product is available thru the commissary master file, then it will be ordered accordingly.

4. At 1825, Mr. Terry called the AAFES/Commissary Council meeting to an end. The next AAFES/Commissary Council Meeting will be at 1800 on 13 May 2009.

Encl

  
GREGORY TERRY  
Director of Logistics

APPROVED BY:

RECORDER  
Amanda Jones

  
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Army & Air Force Exchange Service

The Army and Air Force Exchange Service (AAFES) — now in its second century of service — remains committed to its dual mission of providing products and services to military families worldwide and generating earnings to supplement military morale, welfare and recreation (MWR) programs. While most of AAFES' earnings go to MWR programs — \$272.7 million in 2007 — the remainder funds new and improved exchange stores. In addition to strengthening troops' quality of life, AAFES saves authorized shoppers money with an average overall savings of 20 percent compared to the competition. Customers can enjoy exchange benefits in many ways, with the greatest value being AAFES' pledge "We Go Where You Go."

## Organization

AAFES is a joint military activity providing quality merchandise and services to active duty, guard and reserve members, military retirees and their Families at competitively low prices. AAFES returns earnings to the Army and Air Force to improve troops' quality of life and to provide a dividend to support MWR programs.

## Our Vision

To be our customers' first choice.

## Military support

When military members deploy to remote locations around the world, AAFES is right there with them, offering products and services to bring Soldiers and Airmen a taste of home. AAFES also supports deployed troops with programs such as "Gifts from the Homefront" and "Help Our Troops Call Home." These programs allow any American to show support for those fighting for freedom by sending gift certificates or prepaid phone cards to deployed troops.

## eCommerce and catalog

AAFES is a multi-channel retailer, offering products to authorized customers via retail stores, catalog and online. In 2007, the Exchange Catalog and Exchange Online store offered customers more than 30,200 items via the online site, thousands of items from vendor partners and hundreds of thousands of items from ExchangeOnlineMall.com partners. AAFES supports an extremely mobile customer base. The internet provides the ability to extend the exchange benefit to customers worldwide, regardless of where they are located.

## Source of employment

AAFES is a major source of employment for members of the Army and Air Force Family. Approximately 25 percent of the more than 43,000 AAFES associates are military Fam-

ily members. Another 1.1 percent of associates are military members who work part time in exchanges during their off duty hours.

## Revenues and dividends

Roughly two-thirds of AAFES' earnings are paid to MWR programs. In the past 10 years, \$2.4 billion has been contributed by AAFES to military MWR programs to spend on quality of life improvements, including youth services, Armed Forces Recreation Centers, arts and crafts, aquatic centers, post functions and golf courses.

Revenues in FY 07 totaled \$9.7 billion and earnings totaled \$441.7 million.

Dividends to MWR were \$272.7 million:

- \$ 164.9M to the Army
- \$ 91.4M to the Air Force
- \$ 15.8M to the Marine Corps
- \$ 0.6M to the Navy

For 2007, AAFES paid a per capita dividend of \$276.2 for every Soldier and Airman.

In addition to funding MWR programs, AAFES earnings are used to build new stores or renovate existing facilities. Funds to build these new or replacement facilities come entirely from the sale of merchandise and services.

## Facilities worldwide

AAFES operates more than 3,000 facilities worldwide, in more than 30 countries, five U.S. territories and 49 states. AAFES operates some 143 retail stores and more than 2,200 fast food restaurants, such as Taco Bell, Burger King, Popeyes and Cinnabon. AAFES also provides military communities with convenience, specialty stores and movie theaters on installations worldwide, including locations in Operations Enduring and Iraqi Freedom.

Check out the values on [aafes.com](http://aafes.com)

**AAFES BX/PX** *We go where you go!*

06/2008